

Killeen Independent School District Job Description

Job Title: Desktop Systems Administrator
Reports To: Technology Support Manager
FLSA Status: Exempt

SUMMARY

Perform on-site technical work to install, maintain, and/or manage computer equipment, mobile devices, networks, systems, and software applications throughout the district using established guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Assists with integration and management of district approved software with focus on Apple.

Installs, configure, test, maintain, monitor, and troubleshoot associated end user licensed/approved software and hardware products as required.

Serves as an active participant in Killeen ISD technology incident responses and situations.

Maintains technology security focus and proficiency.

Diagnoses and resolves issues related to software deployment and workstation imaging.

Assists in package creation and delivery for all approved Apple software deployments and other district software initiatives.

Provides end user training for supported products and mobile devices when required.

Assists with ongoing projects, as necessary.

Creates, maintains, and troubleshoots computer and/or mobile device policies, profiles and groups using management software.

Assists with inventory within the management software.

Provides assistance to campuses/departments.

Creates and maintains standards and procedural documents.

Works independently and exercises reasonable judgment with little supervision while providing clear documentation of activities and accomplishments.

Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises the Apple Systems Specialists. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Computer Science, Information Systems, Information Technology or related field; or Microsoft Modern Desktop Administrator Certification, JAMF CCA certification, AppleCare certification and 5 years proven MDM management experience. Experience in Apple and Windows operating systems, desktop applications, printers, required. Knowledge of and technical expertise supporting Apple and Windows products.

SPECIAL KNOWLEDGE AND SKILLS

Knowledge of MDM solution for various devices.

- Knowledge of basic scripting language
- Knowledge of SQL.
- Knowledge of Mac OS desktop operating systems.
- Skill in working in collaborative team-based environments and using good inter-personal communication.
- Ability to prioritize and organize work responsibilities.
- Ability to multi-task and pay attention to detail.
- Skill in providing customer service.
- Ability to work under pressure and meet deadlines.
- Excellent verbal and written communication skills in working with technical and non-technical people.
- Ability to develop and maintain collaborative relationships among all levels of an organization.
- Ability to work effectively in a team-based environment and a demonstrated willingness to support team on all levels to get the job done.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES

Ability to use a personal computer and related software packages.

MENTAL DEMANDS/PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching

Lifting: Moderate lifting and carrying (up to 44 pounds)

Environment: Occasional prolonged and irregular hours; occasional districtwide travel; May be required to be on-call 24 hours a day.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress.

Revised Date: September 3, 2020

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.